

2025/2026

Annual
Complaints
Performance
and Service
Improvement
Report

We're here for you and your
home every day



01 Introduction

1. At Oak Housing, our aim is to provide excellent service to our customers. Our purpose is to provide homes that customers are proud to call their own. Whether through temporary accommodation, affordable rent, or shared ownership, we are committed to supporting our customers.
2. We recognise that we may not always get things right the first time and customers may be dissatisfied with the service they have received. We will always try to put things right, learn from our mistakes and listen to our customers regardless of whether that is good or bad.
3. As a growing organisation, we are committed to viewing complaints and feedback as an opportunity to improve. We are committed to treating all customer complaints fairly be transparent, treat them positively in a confidential way to ensure the right resolution is achieved for everyone.
4. Learning is central to improving our services and driving a customer-first culture across Oak Housing - our teams are, our teams are trained in line with the complaint handling code and welcome feedback to improve.
5. Oak Housing follows the statutory code set out by the Housing Ombudsman (HOS) and this report outlines:
 - a. Our Annual Self-Assessment against the code which is published on our website.
 - b. Analysis of our complaint handling which is quantitative and qualitative based on our performance over the last 12 months.
 - c. Any non-compliance over the last 12 months.
 - d. Service improvements because of our outcomes from our complaint handling and customer resolutions.
 - e. The Member responsible for Complaints is our Board Chair Kevin Shaw. Senior Oak Housing responsible for complaints is Christopher Gunton, our Chief Executive Officer, with all our complaint handlers having completed the Ombudsman learning about the code.

02 Ombudsman Self-Assessment

6. We have reviewed our performance against the Housing Ombudsman Complaint Handling Code, which can be found with the link below under 'More Information'.

<https://oakhousing.org/policies/putting-things-right/>



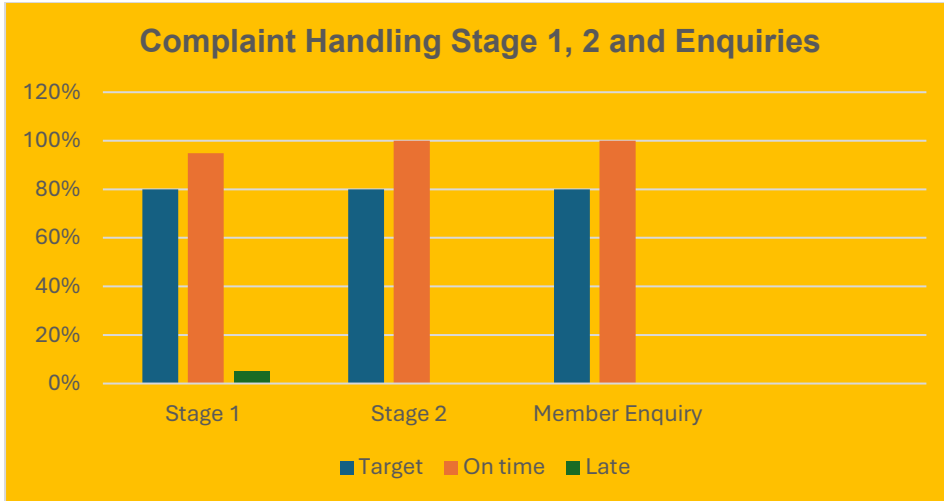
03 Complaints Received in 2025/26

7. The stage 1 and 2 complaints we received between 01 April 2025 to 01 May 2026 are in the table below. The highest volume is for repairs and shared ownership end of year defects rectification.

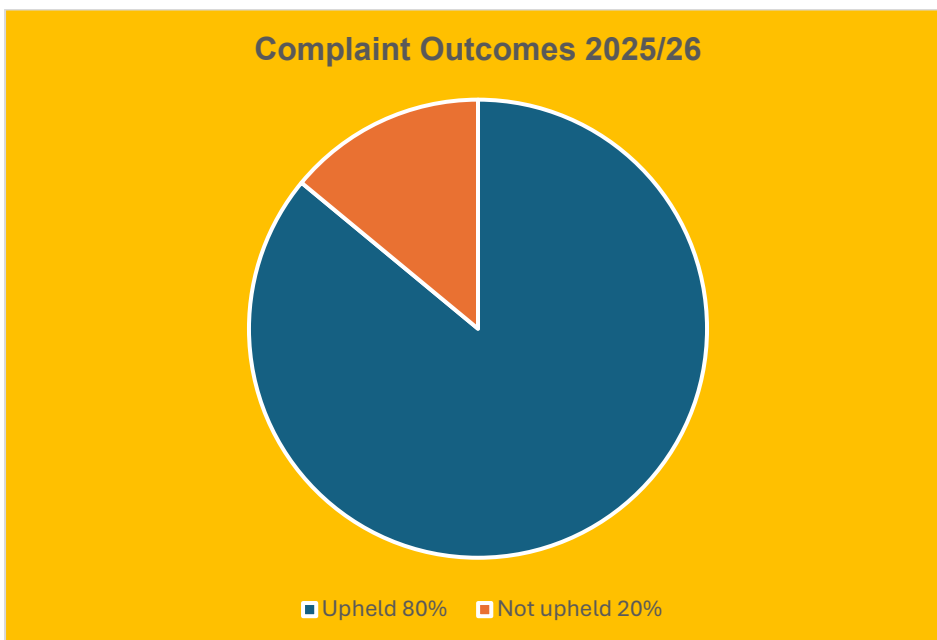
Complaint Volumes

Service Area Themes	Stage 1	Stage 2	Members' Enquires
Repairs	16	2	2
Housing Management	9		
Customer Services			
New homes – end of year defect periods (Handover)	3		
Income			
Estate services			
Damp, Mould & Condensation			
Total 33 for period	28	2	3

04 – Complaint Handling Responded to within timescales and outcomes.



Complaint Outcomes



05 Non-Compliance with the Housing Ombudsman Code

8. Oak Housing was not issued with any complaint handling failure orders by the HOS. During this reporting period, 1 complaint was escalated to the Housing Ombudsman, and 1 complaint remains outstanding, with outcomes yet to be reported.
9. During this period Oak Housing has updated our Self-Assessment and remains compliant in all areas. Oak Housing staff have continued to improve our complaint handling and reviews of complaints at team meetings, so that, as an organisation, we are seeking to improve and learn from the lessons identified through our responses.



06 Service Improvement Made as a Result of Learning from Complaints

10. We have noted an increase in the number of complaints received this year rising from 19 in 2024/25 to 33 in 2025/26 (a 74% increase). This demonstrates that the work undertaken to make it easier for our customers to complain and to align with the Complaint Handling Code has made it easier for customers to raise concerns directly with us or through their Member of Parliament or Local Councillor.

11. It is encouraging that during whole staff meetings, complaints have been reviewed regularly and discussed collectively. This approach has allowed us not only to identify where we could have done better but also to consider practical improvements to processes and policies. One example relates to Preston Crescent, our first shared ownership block as part of a wider development. During the sales and handover process, several complaints were received due to delays that had a significant impact on customers purchasing their homes. While some of these issues arose during the developer handover process which was not in our control, we recognised that these potential new customers were ultimately our responsibility and as an organisation we took full ownership of their concerns, working closely with all parties involved to resolve issues following handover. This experience provided valuable learning for the organisation. As a result, we have reviewed our handover processes and worked closely with developers and conveyancing solicitors to strengthen coordination and improve customer communication for future shared ownership schemes. These changes are intended to prevent similar issues from occurring again and deliver a more positive customer experience in the future.

12. One theme from last year and considering Awabbs Law where we have updated policies which involved a small number of customers was reports of low-level damp and mould in several flats, which were initially raised last year. This was apartments constructed from new and in warranty periods, Oak worked collaboratively with contractors and partners to investigate the cause and implement the necessary remedial works. We are pleased to report that all required works have now been completed to a satisfactory standard, and there have been no further reports of damp and mould in these properties. Customers continue to live comfortably in their homes, and these cases were managed through our complaints process in line with our policies.

13. This report was created by the Chief Executive Officer, Oak Housing.